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2 **Q. What is your name?**

3 A. Reid Radtke

4 **Q. Where do you live?**5 A. Forty Love point neighborhood near Chapin, SC. My address is 8 Clay
6 Court, Chapin, SC7 **Q. Are you a member of the Forty Love Point Homeowners**
8 **Association?**

9 A. Yes

10 **Q, What complaints do you have now about the water?**11 A. Over the past 8 years we have had problems with our water ranging from
12 only having 3 wells available out of 7, low pressure, brown milky slime coming
13 from the faucet, high concentration of crystals and residue left on faucets. We
14 have already replaced all our faucets from a new built construction in 2004. The
15 water quality is terribly poor and has a rusted taste when drinking directly from
16 the faucet. When using the washing machine the water has an odor that
17 frequently changes from high chlorine, chemical/plastic to rotten egg smell. Our
18 clothes, towels, wash clothes all have a musty smell. Several of our appliances
19 have been ruined by the hard water. We already have corrosion build up on our
20 new faucets.21 **Q. Do you receive overly high bills?**22 A. Before we even turn on the water, we are automatically charged a
23 standard rate of approximately \$32.00 for collection and our leach field tank. Our

1 Bills range from \$80.00 - \$140.00 for water a month! We have a household of 4
2 individuals residing on a regular basis and this cost is extremely high for basic
3 water service. When I served as the President of the HOA for Forth Love, I
4 conducted research of other neighborhoods outside the Carolina Water
5 jurisdiction and found that our neighborhood was paying about 30% higher than
6 the rest of the neighborhoods.

7 **Q. Can you show us examples of those high bills?**

8 A. Absolutely. I will bring past water bills to the hearing.

9 **Q. How many people live at your house?**

10 A. Four

11 **Q. Have you ever complained to Utilities, Inc about your water**
12 **problems?**

13 A. As the President of the HOA, I routinely spoke with representatives with
14 Carolina Water about neighborhood complaints and water issues. I happened to
15 be the President when Carolina water took down 4 of the wells over the summer
16 of 2006. I have even contacted them and had a representative out at my home
17 several times to review the quality of the water and determine the heavy
18 concentration of crystals in my water tank.

19 **Q. How is the quality of water at your house?**

20 A. Poor quality

21 **Q. Did you call Utilities, Inc to complain?**

1 A. Yes, No response from them lately. However, they continue to send me a
2 unsolicited threatening letter with their letterhead with a partnership they have
3 with HOMESERVE about water line breaking on my property.

4 **Q. What is the quality of your water now?**

5 A. We try not to drink the water, we use bottled water, and we have a water
6 filter for the house water and in our refrigerator.

7 **Q. Have you ever had your water tested for iron bacteria?**

8 A. Yes, several times. Positive and Negative during different tests a few
9 years ago.

10 **Q. Do you think that iron bacteria is still present in your**
11 **drinking water?**

12 A. Unsure. Our water smells like chlorine all the time.

13 **Q. Do you pay for bottled water?**

14 A. Yes, we buy bottled water and we have a filter on our refrigerator.

15 **Q. How much extra do you spend a month on bottled water?**

16 A. Fair to say about \$25 dollars per month.

17 **Q. Do you pay for water filters or water softeners?**

18 A. Water filter on our refrigerator only.

19 **Q. How much do you pay for water filters every month?**

20 A. . About \$40 per filter. Change out every 6 months.

21 **Q. How much do you spend on bottled water?**

1 A. \$25

2 **Q. Do you water your lawn?**

3 A. Yes we water our lawn.

4 **Q. How much do you spend on average for water from Utilities,**
5 **Inc per month?**

6 A. \$80 winter, \$140 summer (depending on lawn watering)

7 **Q. When you call Carolina Water Service to complain, who**
8 **answers the phone?**

9 A. Company Rep. I have spoken with Bob Gilroy on several occasions.

10 **Q. Do you have any photos of the water at your house?**

11 A. Not at this time.

12 **Q. Do you think that Utilities, Inc is entitled to a rate increase**
13 **for household water?**

14 A. No. Absolutely not. I do not feel that customers should absorb the brunt
15 of increased administrative costs from a company that cannot meet the basic
16 standards of quality service to their customers. In addition, this increase is
17 extremely high and exceeds the normal standard rate 3%. At no time has the
18 Company ever made it clear to why this increase is occurring and only states that
19 it is necessary to stay current with the cost of doing business.

20 **Q. Do you think that the quality of the water at your house**
21 **affects the value of your home?**

1 A. Yes. However, this cannot be proved. In speaking with others that are
2 looking to be a home in Forty Love, I have learned that this has soured them to
3 this neighborhood as they are aware of Utilities Inc. I would be able to put any
4 monetary figure on this but it is a deterrent for any new buyer to assess.

5 **Q. Did you consider this when you purchased your home?**

6 A. No, In 2004, we purchased the second new build of phase 3. We were
7 unaware of the water quality at the time. We were concerned about the high cost
8 of water as Columbia water was about 45% lower than Utilities Inc.

9 **Q. Please explain the paperwork your brought along, including**
10 **bills, comparison bills, and the paperwork from the Better**
11 **Business Bureau**

12 A. [Reid will explain his exhibits.]

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